Department of Technology Services

Annual Customer Forum
at GTC West 2008

P. K. Agarwal

CALNET 2

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Master Service Agreements (MSAs)

MSA 1 - Voice, Data & Video Services - AT&T

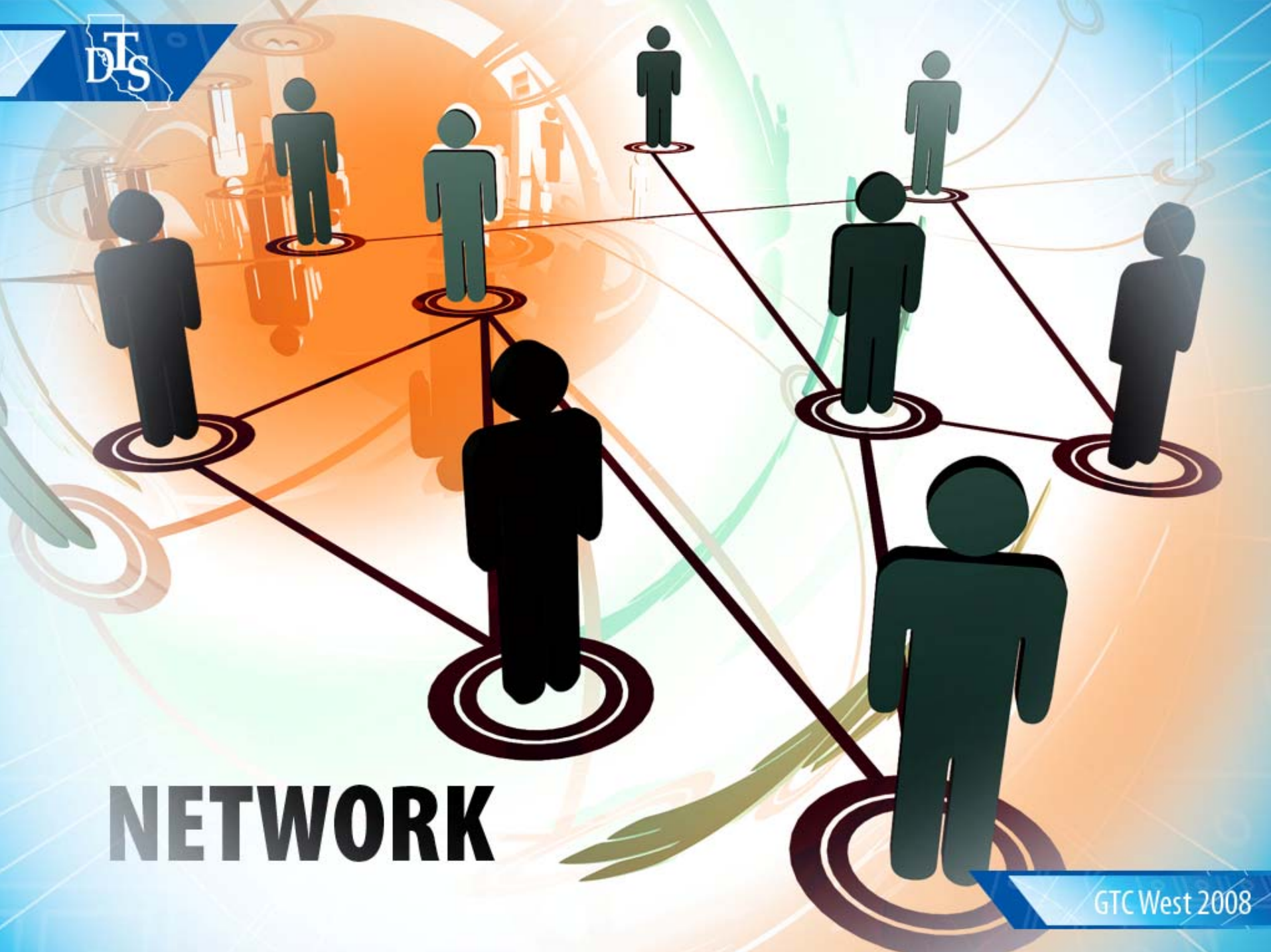
MSA 2 - Long Distance and Network Based Services - AT&T

MSA 3 - Internet Protocol Voice, Data, and Video Services - Verizon Business (VzB)

MSA 4 - Broadband Fixed Wireless Access Data Services – VzB

Current Implementations

- Enterprise Call Centers
- Hosted Stand-alone IP Telephone Services (HIPC)
- Video Conferencing Bridging
- Multi-Protocol Label Switching (MPLS)



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Gold Camp LAN Redesign

- Enterprise Design
- Increased Bandwidth
- No Single Points of Failure
- MPLS Capable

New DTS Network Design

- Two Points of Presence Per LATA
- Three Geographically Diverse Connections to the Internet
- Double the Bandwidth
- Open Source Routing Protocols
- MPLS Capable
- High Availability and Redundancy

DTS
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Child Support
Julia Pfeiffer SP, CA
HIGHLIGHTS
Safe jobs for youth
Information about the federal economic stimulus payments (rebates)
Learn about apprenticeship opportunities
May is drowning prevention month
California is a star on YouTube
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File for unemployment insurance online
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PORTAL
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Portal Summary

- Update
  - Redesign Steps
    - Changed Look and Feel
    - Implemented Google Search Engine
    - New Services
  - eServices Team
  - Webmaster User Group
  - Published Portal RFP
- Current Activities
  - Procurement Underway

System Redundancy
Easy Customer Administration
24 x 7 Support
Shared Address Book
Web Access
Mobile Messaging
CA.mail
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Email Activities

- Continued Migration To Statewide E-mail Service
  - As requested by Customers
- Exchange 2007
- Continue to Expand and Improve Processes and Support
- Improved Security Posture
  - Consolidated E-mail Hubs

e-Discovery
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E-Discovery Activities

- Begin to Work on E-Discovery Pilot
  - Determine Features/Functionality
  - Part of Enhanced E-mail Service
- Employ Sedona Conference Model
  - Provides Holistic View of E-Discovery
- Include Archive Solutions
  - As Part of the Overall E-Discovery Solution

DISASTER PLAN
DISASTER
RECOVERY
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Disaster Recovery Activities

- Service Continuity Mainframe Systems (SCMS)
- Data Center Relocation
- Service Continuity Application Hosting (SCAH)

Enterprise Storage

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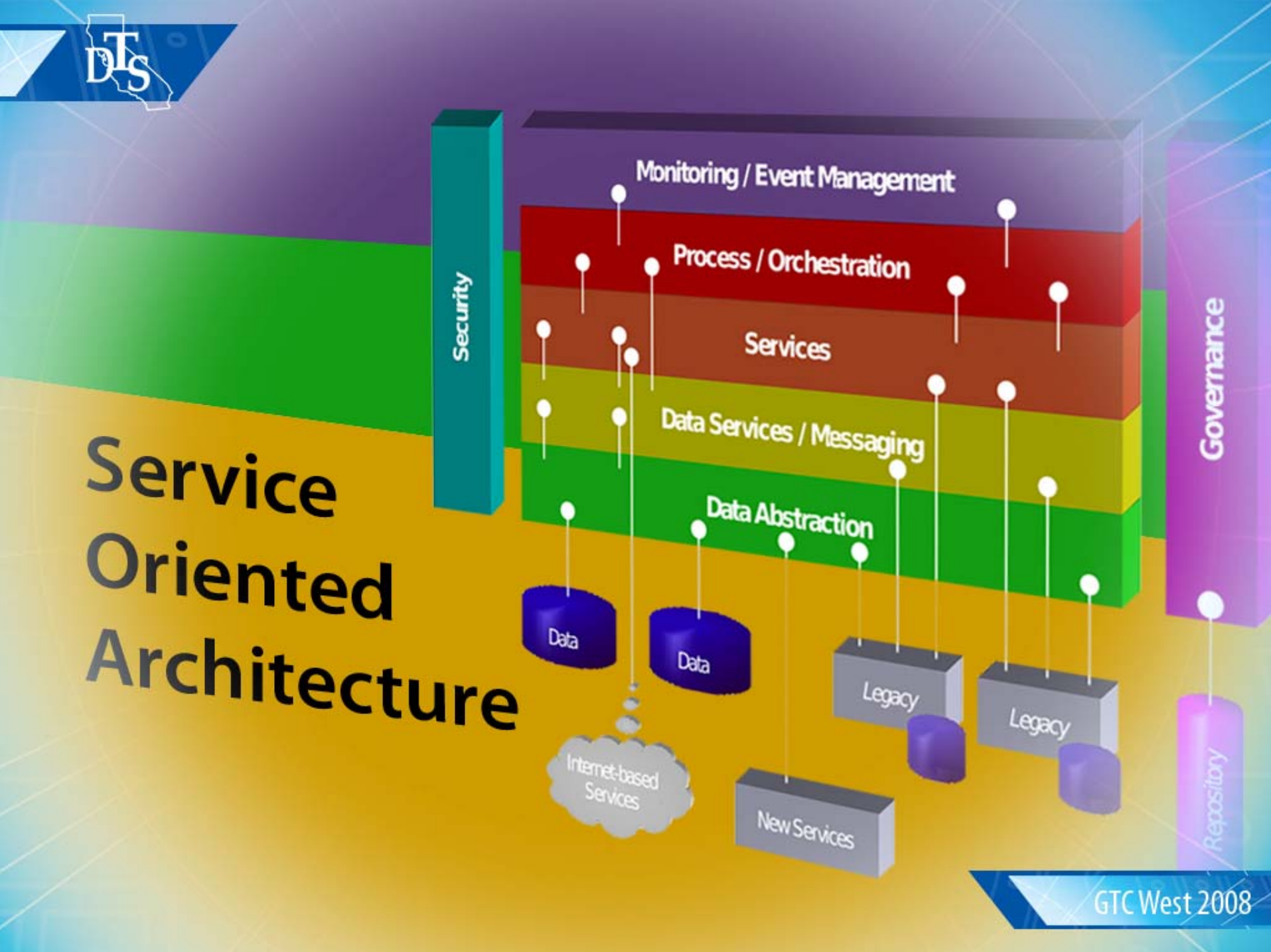
Enterprise Storage Activities

- Create Disaster Recovery for Full-Site Failure
- Eliminate Manual Tape Handling
- Evolve Storage Service Component to “End-to-End” Service Model

Service Oriented Architecture



SOA Activities

- Provide Enterprise SOA Support
- Determine Cost Allocation Model
- SOA Governance Group Participation

Standardization

Server

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Server Standardization Benefits

- Provides Common Set of Tools
- Easier to Monitor and Keep Secure
- Easier Contract Management
- Enhances SLA Development
- Parts Inventory Becomes More Manageable
- Improved Staff Support

Server Standardization Activities

- Consolidation to Common Set of Tools
- Architectural Standard Development
- Hardware & Virtual Server Standardization for Optimal Application Performance

RATES
70
60
50
40
30
20
-10
120
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Next Rate Package

- Targeted for FY 2009/10
- Eliminate Rates to Simplify DTS Cost Recover Model
- Consolidation Rate Realignments Resulted in $43 Million Customer Savings
- Numerous Services & Components Being Evaluated

Benchmarking Study

- Western Telecommunications Consulting (WTC)
- Benchmark DTS Costs, Rates and Services
  Compare to Other States/Departments of
  Similar Size/Complexity
- Services Targeted:
  Network, Mid-Range Systems and Storage
- State Comparisons Include:
  Michigan, Illinois, New York, Virginia and Wisconsin
- Department Comparisons Include:
  Health Care Services, Social Services, Board of Equalization
  and Caltrans.

- Web-Based Application Now Available
- Customers Can Obtain All Monthly Invoice Detail via Internet
  - Contact DTSBIRS@dts.ca.gov
- Billing Detail Can Be Sorted, Filtered and Downloaded for Budgeting, Projections or Internal Chargeback Systems

IT TRAINING
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Training & Event center

- Vision: Become the Training Center of Choice for Government Employees
- Attract Federal, Local and State Employees
- Expand Our Training Services
  - Business Skills
  - Professional Development
  - Organizational Development
- Expand Our Lines of Business
  - Event Coordination and Marketing Service

Q & A

Thank You

- We Exist Because of You
- We Want to Continue to Strengthen Our Partnership with You
- Visit Our Exhibit Booth
  - Booth #805 Near Main Expo Hall Entrance